

## SECTION A

Answer **all** parts of the question.

### Area of Impact: Business and Employment

1. A major telecommunications company is setting up a call centre room with 100 terminals using a thin-client approach.

A thin client is a network computer without a hard disk drive with limited storage and processing capabilities. This computer typically will only contain what is necessary to connect to a network and start up a web browser. Storage and most processing occurs on the server.

[Source: the glossary of *The National Center for Education Statistics* (NCES), <http://nces.ed.gov/index.asp>, 28 September 2007]

The company is also considering introducing monitoring software to gain information about the productivity of the employees.

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[Source: Call Center, [http://www.h3c.com/portal/About\\_H3C/Photos/Corporate\\_Photos/](http://www.h3c.com/portal/About_H3C/Photos/Corporate_Photos/), 28 September 2007]

- (a) Identify **two** components of the thin client computer that are needed to enable it to be part of a network. *[2 marks]*
- (b) Describe **two** features of a client/server network. *[4 marks]*
- (c) Explain why a change to a thin-client approach could be beneficial for the call centre. *[4 marks]*
- (d) Evaluate the usefulness of information collected from network monitoring systems to assess the productivity of employees. *[10 marks]*